Logging in to digital banking for the first time? Follow our step by step guide to establish multi-factor authentication!

## **Step 1 - Protect Your Account**

When logging in to digital banking for the first time, you will be asked to complete a two-step verification process. Following this initial set up, each time you sign in to your account on an unrecognized device, we will require your password and a verification code. This code should never be shared and is unique to your account.



## Protect your account with 2-step verification

Each time you sign in to your account on an unrecognized device, we require your password and a verification code. Never share your code with anyone.

### Add an extra layer of security

Enter your password and a unique verification code.



### Keep the bad people out

Even if someone else gets your password, it won't be enough to sign in to your account.

### Get started!



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## **Step 2 - Choose Your Verification Method**

To begin the verification process, you will be asked to select your desired method of validating your identity. If you already use Authy or an Authenticator App, you may continue to do so.

If you aren't currently using or familiar with Authenticator Apps, we suggest selecting the first option of "voice or text message".



### Choose your verification method



### Voice or text message

Verification codes are sent to your phone. Message and data rates may apply



### Authy

Verification codes are sent to your phone or the Authy app.

### Authenticator app

Using a different authenticator app? We support any authenticator app using manual code entry.



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## **Step 3 - Enter Your Phone Number**

Please, enter either the mobile or home phone number you have on file with PCB. On sign in, this number will be used to contact you with a unique verification code (a set of numbers) to confirm it's you. Please, make sure the number you enter is capable of receiving either texts or voice calls, depending upon the verificiation method you select in Step 4.



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## **Step 4 - Text or Phone Call**

Upon entering your phone number, you will be asked how you would like to receive your one-time code. You can either receive the code via text message or phone call. Once the code has been sent, it is only valid for 5 minutes. Please, keep that in mind while completing the verification process.



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## **Step 5 - Phone Number Confirmation**

A verification code will be delivered to the phone number entered, either by text message or phone call. After receiving the code, you will need to enter it into the box and click "verify". If you did not receive the code, double check the phone number entered (it is blocked out on the screenshot for security purposes). If the phone number is incorrect, please hit the back arrow and enter your correct phone number. If it is correct, you can click "resend code".



### Confirm phone number

We sent a text message with a verification code to This code will expire after 5 minutes. Never share this code with anyone.

Verification code

Verify

### Resend code



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## **Step 6 - Confirmation Message**

If multi-factor authentication has been properly established and completed, you will receive a confirmation message. Keep in mind, the phone number you entered during this process will be the one verification codes are sent to in the future.

## You're all set!

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### Your 2-step verification was set up successfully

From now on, when prompted for a verification code upon sign in you can receive that code from a (phone call or text message) to this phone number.

Done

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## Step 7 - Passcode

Upon completion of multi-factor authentication, if using the mobile app, you will be asked to also create a four digit passcode for your device. This will be used instead of your online banking username and password going forward.



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## **Step 8 - Confirm Passcode**

You will be asked to enter the four digit passcode again to confirm and verify it is accurate.



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## **Step 9 - Enable Face ID**

Once the passcode has been confirmed and established, you will have the opportunity to turn on Face ID for login (if your device has the capability). Once enabled, you will login using Face ID with your four digit PIN serving as a back up password in the event facial recognition fails to work.



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## **Step 10 - Welcome to Your New Banking Experience!**

You will be directed to your new digital banking dashboard where you can customize your screen and enjoy a new modern user experience! We hope you enjoy our new platform.

If you have any questions, don't hesitate to call (304) 358-2311 or chat with us within digital banking using the "message" feature!

